

Desktop Multiplier Readme

Userful®'s Desktop Multiplier® Multi-Station Software System

Copyright © 2002-2007, Useful Corporation. All rights reserved. www.userful.com
(Updated April 20, 2007)

Introduction

Desktop Multiplier® is a set of standard Linux software packages that extend the X Window System to support up to 10 fully independent and concurrent workstations using a single computer box. This is accomplished by adding standard video cards, USB keyboards and mice to a single PC system and installing Useful's software. Desktop Multiplier is compatible with all single and dual-headed video cards supported by X.Org/XFree86 and has been tested on most major 2.6 kernel Linux distributions (see "Supported Linux Distributions" below for details).

Desktop Multiplier is delivered as a single zip file containing either a .RPM or .DEB package and supports a variety of Linux distributions.

Utilities package

This package includes programs, scripts and config files for system configuration, keyboard/mouse assignment and device hot-plug capabilities. Files are named:

- `lbox-utils-k26-<version>.i386.rpm` (For RPM package-based systems)
- `lbox-utils-k26-<version>.i386.deb` (For DEB package-based systems)

Multi-station X server package

This package contains the Useful Multi-Station X-Server, which supports multiple simultaneous local users. Files are named:

- `lbox-server-xorg-<version>.i386.rpm` (For RPM package based systems)
- `lbox-server-xorg-<version>.i386.deb` (For DEB package based systems)

DualView Functionality

Desktop Multiplier's DualView functionality enables each station to support up to five users, with each user having an individual desktop workspace that spans two monitors. You can configure monitors to use DualView during the Desktop Multiplier installation process. Note that the two monitors that display a DualView desktop must be connected to the same video card.

Trial Version

Desktop Multiplier will operate as a trial version until you purchase an appropriate license for your Useful system. You may purchase a multi-station license from your Useful representative or from Useful.com – see the Licensing section below for details.

Limitations of Trial Version: The Desktop Multiplier trial software supports up to 10 concurrent stations (depending on your specific hardware) and will typically display a brief registration reminder on all attached screens every 20 minutes or so.

Requirements for Desktop Multiplier

Hardware Requirements

- **Hard Disk**
 - Installation: 13 MB
 - Running: 13 MB
- **Processor**
 - 400 MHz processor or better
- **Memory**
 - Minimum: 192 MB
 - Recommended: 256 MB for two stations
 - 64 MB for each additional station on multi-station installations

Supported Linux Distributions

Desktop Multiplier supports most Linux distributions running kernel version 2.6 or greater. If you do not have Linux installed, please either download one of the supported Linux distributions or download our complete Desktop Server™ solution (from <http://useful.com/download/dl?p=ds>), which delivers a reference platform already integrated with the multi-station functionality.

The following Linux distributions are currently supported:

- **RPM Based Distributions**
 - Fedora Core 2, 3, 4, 6
 - SuSE 9.1, 9.3, 10.1
 - SLED 10
 - NLD (Novell Linux Desktop) 9
 - Mandriva (Mandrake) 10.0, 10.1
 - Red Hat Enterprise Linux WS 4 & 5
 - CentOS 4 & 5
- **DEB Based Distributions**
 - Ubuntu 5.04, 5.10, 6.06, 6.10, 7.04
 - Kubuntu 6.10, 7.04
 - Edubuntu 6.10
 - Linspire 5.0
 - Freespire 1.0.4
 - Xandros 3.0, 4.0
 - Debian 3.1 (Sarge)

- Dreamlinux 0.5-pre5
 - SimplyMepis 6.5
 - PioneerLinux
- See also [Instructions for Other Distros](#)

NOTE: Desktop Multiplier may work with other Linux distributions that use the Linux 2.6 kernel, however distributions other than those listed above, are not officially supported by Useful at this time. Instructions for installing Desktop Multiplier on a non-supported distribution are available at <http://useful.com/products/dm-config> . Official support for additional Linux distributions will be available in future versions of this software. Please address specific requests for supporting an additional Linux distribution via email to partner@useful.com.

Note for Debian 3.1 (Sarge): Debian Sarge uses the Linux 2.4 kernel by default with new installations. You must upgrade your Linux kernel to a 2.6 based kernel before installing Desktop Multiplier.

The Control Panel

This software comes with a graphical interface to control various aspects of Desktop Multiplier. This Control Panel can be launched from the icon labeled “Useful”. This icon can be found in the main menu of most distributions. The actual location varies between distributions, but is usually in “Accessories” or “System Tools”. The Python Gtk module is required to use this interface. This module is available on most distributions and is called “python-gtk”. It is installed by default on Fedora Core, Ubuntu and Mandrake. On some distributions, such as Novell Linux Desktop 9, the module is only installed when the Gnome desktop is chosen as the default desktop during installation.

- The location of the menu entry varies depending on your distribution.
 - **Desktop Server/Fedora/Redhat/Ubuntu** Applications > System Tools > Useful
 - **Suse** Applications > Utilities > More Programs > Useful
 - **NLD** Applications > Accessories > More > Useful
- Click `Install License`: This will take you to a web page to get a license.
- Note: If Useful does not appear as a graphical menu entry in the locations listed above, the Useful dialog can be launched from the command line using:
`/usr/share/lbox-utils/about-dialog.py`.

Additional Hardware

Desktop Multiplier supports the following optional hardware components:

- Maximum five dual head video cards
- Up to 10 USB keyboards, mice and optional extension cables
- 10 monitors and optional extension cables and adapters
- USB hubs to support devices (powered hubs are strongly recommended)

Choosing a Graphics Card

Desktop Multiplier is designed to support all single and dual-headed video cards, supported by X.Org/XFree86. Any video card combinations where you can start X in multi-headed mode (i.e. multi-monitor, multi-display) should work with Desktop Multiplier. Xinerama extensions are not used, so any standard single-head or multi-head video card should work.

We recommend disabling on-board video in the BIOS if your motherboard includes an on-board video chipset. If the on-board video is not disabled, boot messages will be displayed on that video output. If no monitor is connected to the on-board video output, these boot messages will not be visible. The on-board video may be able to support a workstation depending on the model and revision of your motherboard.

Note: Although heterogeneous (mixed) combinations do often work, to ensure a simple and manageable computing environment, we recommend using a consistent model and revision of graphics cards and monitors for your Desktop Multiplier system. We suggest searching the following third-party database for heterogeneous graphics card combinations that should work under Linux:

- <http://www.realtimesoft.com/multimon/search.asp>

Useful supports and recommends the following low cost single chip, dual head chipsets, which are available as AGP, PCI or PCI-E cards from a variety of manufacturers:

- ATi Radeon 7000, 7500, 9000, 9200, 9250 series and X300, X550.
- Matrox G400, G450, G550 (see Note below)
- NVIDIA GeForce MX 440, FX5200 and 6600 GT. Quadro FX 500/600 (see Note below)

Typically a 10 station system with one monitor each can be built using five dual head video cards.

Note: The default "mga/nv" display drivers included with X.Org/XFree86 do not provide adequate multi-head support. To use dual head Matrox or NVIDIA video cards, download the latest versions of these drivers from the following sites:

- <http://www.matrox.com/mga/support/drivers/latest/home.cfm>
- <http://www.nvidia.com/content/drivers/drivers.asp>

Supported Video Cards for Dual View

The following video cards have been successfully tested with Dual View in our lab. Note that the Dual View is only supported on ATI and nVidia cards at this time. If you require Dual View support for specific ATI/nVidia cards not in the list, please contact us at

- ATI - Radeon 7000, 7500, 9200, 9250, X300, X550
- NVIDIA - GeForce MX440, FX5200, 6600 (PCIE) and Quadro FX 500/600

Installing Desktop Multiplier

Requirements

Prior to installing Desktop Multiplier on your existing Linux system, you will need to add enough video cards and USB ports to provide a video head for each station. We recommend using USB keyboards with an integrated USB hub to easily connect each station's mouse

(and other USB devices) to minimize the number of devices connected to the central system. If a USB hub is required, be sure to use a powered hub. Non-powered hubs may not provide sufficient power for all connected devices. Similarly if you need to use extension cables, ensure that the distance between keyboard or other USB device and computer/powerful hub is not greater than 3 m (10 ft).

Note: If you are not currently running a Desktop Multiplier supported Linux distributions, you can optionally download our Desktop Multiplier Desktop Server software (4 CD set), which provides a complete, multi-station Linux operating system (based on Fedora Core).

Installation Process

Step 1: Download latest software from <http://userful.com/download/>

To install Desktop Multiplier follow the following steps:

Step 2: Position one USB keyboard and mouse combination for each workstation.

- (**Note:** the built-in system PS/2 keyboard and mouse connections can be used to *connect one station.*)
- Connect all cables to the back of the computer where you have installed the Desktop Multiplier software, including Ethernet, monitors, USB keyboards and mice, printers, etc.
- Power on all monitors and then turn on the multiplier computer.

Step 3: Unzip the demo software on the target computer.

```
$ unzip Desktop-Multiplier.zip
```

Step 4: Run the INSTALL script as "root". `$ bash INSTALL`

The INSTALL script will **not** overwrite existing X.Org/XFree86 configuration files. Optionally, you can install the Desktop Multiplier software manually. To install the Desktop Multiplier demo, run the following commands as "root":

For RPM based systems:

```
$ rpm -Uvh lbox-utils-k26-<version>.i386.rpm  
$ rpm -Uvh lbox-server-xorg-<version>.i386.rpm
```

For DEB package based system:

```
$ dpkg -i lbox-utils-k26-<version>.i386.deb  
$ dpkg -i lbox-server-xorg-<version>.i386.deb
```

After the Desktop Multiplier demo software installation has completed, you will need to reboot the computer to begin the automated configuration process and enable your additional stations.

Uninstalling Desktop Multiplier software from your system should fully restore the original system configuration. See Uninstallation Procedure below for details.

Installing on Linspire

Desktop Multiplier software is currently not compatible with LDM (the default display manager in Linspire Linux). Because Linspire does not provide any display manager packages other than LDM, you will need to install the GDM package from the standard Debian repository before installing Desktop Multiplier software on your Linspire system.

Installing GDM on Linspire:

Step 1: Uncomment the last two lines in the `/etc/apt/sources.list` file to install packages from the standard Debian distribution.

Step 2: Update the package index file.

```
$ apt-get update
```

Step 3: Install GDM package.

```
$ apt-get install gdm
```

Step 4: Continue with normal installation process as described in the above installation process.

Note: Be sure to create a Guest user before installing Desktop Multiplier as it disables the root login. You can also refer to your OS guide for enabling root login.

The next time the computer boots after installing the software, the Desktop Multiplier system will automatically detect your video cards. After it detects your video cards, you will be promoted to assign monitors for use with Desktop Multiplier's DualView functionality. An on-screen wizard will guide you through the process and generate the required multi-user configuration files, after which the system may reboot for the changes to take effect.

Installing on Freespire

Desktop Multiplier software is currently not compatible with LDM (the default display manager in Linspire Linux). You will need to install the GDM package before installing Desktop Multiplier software on your Freespire system.

Installing GDM on Freespire:

Step 1: Update the package index file.

```
$ apt-get update
```

Step 2: Install GDM package.

```
$ apt-get install gdm
```

Step 3: Continue with normal installation process as described in the above installation process.

The next time the computer boots after installing the software, the Desktop Multiplier system will automatically detect your video cards. After it detects your video cards, you will be promoted to assign monitors for use with Desktop Multiplier's DualView functionality. An on-screen wizard will guide you through the process and generate the required multi-user configuration files, after which the system may reboot for the changes to take effect.

Recommended BIOS settings

- Enable all USB ports
- Enable Legacy USB support. (Sometimes called "USB keyboard support"), otherwise only the PS/2 keyboard will work during the Linux boot process.* Disable unnecessary integrated peripherals. Installing extra video cards increases strain on the PCI bus. Disabling any unneeded devices (e.g., serial ports, parallel ports, etc.,) in the BIOS can improve performance and compatibility.
- Disable on-board video (see notes above)

Setting Screen Resolution

The first time Desktop Multiplier starts, a text mode configuration tool enables you to set screen resolutions. If you need to later change the screen resolution, delete the `/etc/X11/userful.Mxorg.conf` file and restart X. The text mode configuration tool will once again activate, enabling you to set a new screen resolution, and create a new `userful.Mxorg.conf` file. Desktop Multiplier supports resolutions of 640x480, 800x600, 1024x768 and 1280x1024.

Assigning keyboards and mice

Once the system has started, each workstation display will prompt you to press a function key (F-1 through F-10) on the keyboard in front of the monitor in order to link the correct keyboard to the specific monitor. Both a keyboard and a mouse are required in order to create a station. If the mouse is plugged into the USB keyboard (via an integrated hub in the keyboard) the mouse will be automatically assigned along with the keyboard when you press the correct function key. If you have the mouse plugged into a separate USB port, you will be prompted to press a button on the mouse in order to link it with the correct monitor and keyboard combination.

After setting up mice and keyboards, you may login to your desktop normally.

You may reassign keyboards and mice at any point by simply pressing the Ctrl-Alt-Break key combination or re-connecting the device by unplugging and re-connecting it to the USB port while the system is running. The assignment screen will automatically appear on top of your current desktop. No work will be lost, simply press the correct F-key and return to your desktop.

Note: You can identify unassigned keyboards by examining their LEDs. The LEDs on a unassigned keyboard will blink until the keyboard is assigned to a station.

Warning: Logging in concurrently to more than one station as the same user is not advised and may cause unintended consequences to your system (e.g. corruption of your user settings). Most Linux distributions will warn you if you attempt to login as the same user on more than one station simultaneously such as "this user is already currently logged-in to the system".

Touch Screen Support & Calibration

Supported TouchScreen devices

- MicroTouch (3M) USB TouchScreen
 - Vendor ID: 0x0596, Product ID: 0x0001

- Elo TouchSystems TouchScreen
 - Vendor ID: 0x04e7, Product ID: 0x0020
 - Vendor ID: 0x04e7, Product ID: 0x0050

Note: If your touchscreen device is not in this list, it may still work. You need to edit the config file `/etc/X11/userful.Nxorg.conf`.

Calibration

The touch screen calibration wizard assumes all touch screens connected to the computer are of the same make and model.

Before starting the calibration procedure, all touch screens must be connected to the computer and powered on. If touch screens will not be used for all stations, make sure that a touch screen is connected to first video head. The touch screen calibration tool will use the touch screen connected to the first video head as the basis for configuring all other touch screens connected to the computer.

Refer to the main Desktop Multiplier readme to identify the location of the first video head on the computer.

On the first boot after installing Desktop Multiplier, you will be prompted to press "F1" on the first video head to start the calibration procedure. Only an "X" icon is displayed on the other heads.

When you are prompted to press "F1", press the "F1" key on your keyboard and touch the touch screen connected to first head. This will link the keyboard and touch screen to the first video head.

Step 1 of 3: (Calibrate Screen Size)

In this step, touch the screen and drag your finger around the outermost edges of the screen.

Keep dragging your finger around the edges of the screen until the "Min" and "Max" value on the screen stop changing.

Step 2 of 3: (Align Touch Points)

This step fine-tune the touch screen. Touch the the red square as it appears in each of 9 key points on the screen.

Step 3 of 3: (Verify Calibration)

This step verifies the current calibration. Touch the screen and drag your finger to confirm that the pointer follows your finger.

Press "Y" on your keyboard to accept current calibration, or press "N" if the cursor does not follow your finger.

Horizontal (X-axis) test (Optional)

Drag your finger horizontally across the screen.

- Press "Y" on your keyboard if the pointer follows your finger, or
- press "N" to flip the X-axis.

Vertical (Y-axis) test (Optional)

Drag your finger vertically up and down the screen.

- Press "Y" on your keyboard if the pointer follows your finger, or
- press "N" to flip the Y-axis.

This concludes the touch-screen calibration process. If you wish to recalibrate the touch screens at a later date, you may do so by deleting the `/etc/X11/userful.Mxorg.conf` file.

Licensing Desktop Multiplier

To enable the full version of Useful's Desktop Multiplier software, you need to purchase a valid license for the desired number of stations on each computer that you run Useful software. This may be done through an automated registration process by clicking the "Useful" menu choice (typically located under the "Applications – System Tools" menu tree) and following the instructions, or by contacting your Useful representative who can assist you and optionally send you a license by email. Once you receive your emailed license, you must then manually copy the purchased license file `"###:###:###:###:###:###.1box.info"` or just `"1box.info"` into the `/etc/X11` folder on your Linux system and restart the computer.

Note: This license file is typically unique to the MAC address of the specific system it is deployed on and will not work on any other system. For other licensing scenarios and options please contact your authorized Useful reseller or a Useful representative.

Using Desktop Multiplier

Special Key Combinations

Two useful key combinations are available to users:

- **Ctrl-Alt-Backspace**

This key combination resets the current station, returning it to the login screen.

- **Ctrl-Alt-Break**

Pressing this key combination on a keyboard unlinks the keyboard (and any connected mice) from the station to which it was assigned. Once the link is broken, the station to which it was formerly assigned will prompt for the assignment of a keyboard.

Toggle between the regular X and multi-station X

You can toggle between the regular X and multi-station X by updating `/etc/sysconfig/xtype`, Set the "XTYPE" to "MULTI" or "SINGLE" to enable multi-station X, or regular X, respectively. The change will take effect from next reboot.

- **For multi-station X:**

```
XTYPE=MULTI
```

- **For regular X:**

```
XTYPE=SINGLE
```

Blacklist for input devices

You can make unwanted input devices stop working with Desktop Multiplier by adding them to the black-list file `input-blacklist`. Any devices listed in the file will be ignored by Desktop Multiplier.

- **File Path:** `/etc/userful/input-blacklist`
- **Entry Format:** `Vendor_ID Product_ID Device_type "Description"`
- **Example:** You might add a line that looks like this:

```
05D5 6782 2 "Super Gate Technology, built-in mouse"
```

- **Comments:** A line starting with # is treated as a comment. For example:

```
# This is a comment
```

Multimedia and Storage devices support

Note: You need extra packages to support multimedia and storage devices with Desktop Multiplier. Please contact your Useful account representative to get the extra packages.

Multimedia and storage devices can be assigned to a station and operated independently with Desktop Multiplier by installing extra packages provided by Useful. Storage devices can optionally be shared by all stations.

Supported multimedia devices currently include audio device, and support storage device include floppy, optical drives and flash memory.

Distro	Multimedia Devices	Storage Devices
Ubuntu 6.06, 6.10	Yes	--
Fedora 4	Yes	--
Fedora 6	Yes	Yes
openSuSE 10.1	Yes	Yes
SLED 10	Yes	Yes

Uninstall Procedure

To uninstall the Desktop Multiplier software, run the UNINSTALL script as "root"

```
$ bash UNINSTALL
```

Optionally, you can uninstall the Desktop Multiplier software manually. To manually uninstall Desktop Multiplier, run the following commands as "root".

For RPM based systems:

```
$ rpm -e lbox-utils-k26  
$ rpm -e lbox-server-xorg
```

For DEB package based systems:

```
$ dpkg -r lbox-utils-k26  
$ dpkg -r lbox-server-xorg
```

After uninstalling Desktop Multiplier, you will need to reboot the computer to return to the previous single-user Linux system configuration.

Known Limitations

(Inherent to simultaneous multi-station systems)

Blank screen saver recommended

Some graphical screen savers can consume 99% of CPU resources. Since Desktop Multiplier software is a multi-user system and other users may be working, we highly recommend using only a blank screen or a very simple screen saver.

Homogeneous graphics chipsets recommended

While it is possible to support a heterogeneous mix of video chipsets within a single computer box, for example by mixing ATI, NVIDIA and Matrox cards, such a configuration is not recommended as it is not possible for us to directly test and support all possible combinations. Using multiple video cards and monitors that do not share all the same characteristics and X drivers creates additional and unnecessary complexity. Therefore, we recommend keeping your evaluation and production environments as simple as possible and using a single graphics chipset for all video cards within the Desktop Multiplier computer.

3D Acceleration not supported on multiple video cards

Using multiple and/or dual-headed video cards in Linux prevents software such as video games from using 3D acceleration properly. This is not a Desktop Multiplier specific issue,

but a limitation of the Direct Rendering Infrastructure (DRI) within the current X-server system. XFree86 does not support DRI acceleration on multiple video cards. XFree86 extensions not dependent on DRI should work, for example 2D acceleration is supported.

VT switching

Switching between virtual terminals in X (pressing `Ctrl-Alt-F1`) is disabled by default in Useful's Desktop Multiplier multi-station system. This limitation prevents a user interfering with users working on other stations.

Reboot and shutdown permissions

Users should typically not have permission to shutdown or reboot a shared computer as this could interrupt other users. The display of "shutdown" and "reboot" options to the user and their functionality are controlled by the specific desktop environment's logout dialog and greeter. Examples follow:

- Logout dialog: Gnome offers only the "logout" option, however KDE presents reboot and shutdown options. However, in KDE, reboot or shutdown only takes effect after all users have logged out.
- Greeter: Both KDM and GDM offer shutdown and reboot options. With Desktop Multiplier, GDM will ignore the shutdown request, KDM behaves as above (shuts down after everyone has logged out).

ATI RADEON cards with SMP kernel

Certain combinations of Linux distributions and motherboards have known issues with multiple RADEON graphics cards using the 2.6 SMP (Symmetric Multi-Processing) Linux Kernel. If you are using SMP with RADEON chipsets and encounter problems, we recommend switching to a non SMP kernel. This is a bug with the RADEON driver and is not specific to Useful's software.

Boot messages only display on the primary video display

BIOS and Linux boot messages will only display on the primary video adapter. On some dual head cards this is two monitors, but for the most part it will only display on a single monitor. It is important to connect a monitor to this primary head to display these messages. On motherboards with on-board video (video hardware built into the motherboard), typically the BIOS will be set to use the on-board video head by default. We generally recommend that motherboard/main-board/on-board video be disabled in the BIOS for Desktop Multiplier systems.

CPU architecture support

This binary distribution only supports the x86 architecture. Contact us if you need support for additional architectures.

Multimedia keys on keyboards are not supported

Utilities that enable multimedia keys in Linux may not be reliable when multiple keyboards are connected to the system.

Additional keyboard map support

The kernel layout map for individual keyboards is ignored by Desktop Multiplier. Hence the X configuration and/or keyboard mappings created by hardware detection and configuration tools such as Kudzu are ignored. At the greeter screen, all keyboards are mapped to the default system language which is usually the language you selected when installing Linux. Most greeters allow login language selection and most desktop sessions (Gnome, KDE, etc) have tools to change keyboard layouts. Using a greeter to change language and keyboard layout selections behaves as expected.

XVidMode extension support

Single-chip dual-head ATI video cards are not compatible with the XVidMode extension. XVidMode extension is disabled on ATI video cards by default when using Desktop Multiplier.

Unstable USB 2 support in Linux Kernel

We recommend disabling USB 2 support (sometimes referred to as “Enhanced USB” or “High Speed USB”) in the BIOS since the current USB 2 Kernel module is unstable under some circumstances. USB 2 devices may be used in Desktop Multiplier, but only at USB 1 speeds.

X crash or no output from second head of nVidia cards

Ensure a monitor is connected to each video head before turning on the computer, and optionally that the monitors are turned on. Some nVidia cards will not display to the second head if there is no monitor connected at boot time. Sometimes, it even causes the X crash.

System instability with NVIDIA driver

There is a known issue regarding system instability using NVIDIA video drivers with kernel 2.6.11-rc3 or lower. If you experience random reboot or kernel panics using the NVIDIA driver, please ensure that your kernel version is 2.6.11-rc3 or higher.

Kernel virtual address space exhaustion on the X86 platform with multiple nVidia cards

On X86 systems and AMD64/EM64T systems using X86 kernels, only 4GB of virtual address space are available, which the Linux kernel typically partitions such that user processes are allocated 3GB, the kernel itself 1GB. Part of the kernel's share is used to create a direct mapping of system memory (RAM). Depending on how much system memory is installed, the kernel virtual address space remaining for other uses varies in size and may be as small as 128MB, if 1GB of system memory (or more) are installed. By default, the kernel reserves a minimum of 128MB.

The kernel virtual address space still available after the creation of the direct system memory mapping is used by both the kernel and by drivers to map I/O resources, and for some memory allocations. Depending on the number of consumers and their respective requirements, the Linux kernel's virtual address space may be exhausted. Newer Linux kernels print an error message of the form shown below when this happens:

```
allocation failed: out of vmalloc space - use vmalloc=<size> to increase size.
```

The NVIDIA kernel module requires portions of the kernel's virtual address space for each GPU and for certain memory allocations. If no more than 128MB are available to the kernel and device drivers at boot time, the NVIDIA kernel module may be unable to initialize all GPUs, or fail memory allocations. This is not usually a problem with only 1 or 2 GPUs, however depending on the number of other drivers and their usage patterns, it can be; it is likely to be a problem with 3 or more GPUs.

Possible solutions for this problem include:

- If available, the 'vmalloc' kernel parameter can be used to increase the size of the kernel virtual address space reserved by the Linux kernel (the default is 128MB). It is recommended to raise this value in increments to find the best balance between the size of the kernel virtual address space made available and the size of the direct system memory mapping. You can achieve this by passing 'vmalloc=192M', 'vmalloc=256MB', ..., to the kernel and checking if the above error message continues to be printed.

```
title      Kernel Title
uppermem  524288
kernel    (hdX,Y)/boot/vmlinuz...
```

Please also note that the 'vmalloc' kernel parameter only exists on Linux 2.6.9 and later kernels. On older kernels, the amount of system memory used by the kernel can be reduced with the 'mem' kernel parameter, which also reduces the size of the direct mapping and thus increases the size of the kernel virtual address space available. For example, 'mem=512M' instructs the kernel to ignore all but the first 512MB of system memory. Although it is undesirable to reduce the amount of usable system memory, this approach can be used to check if initialization problems are caused by kernel virtual address space exhaustion.

- In some cases, disabling frame buffer drivers such as vesafb can help, as such drivers may attempt to map all or a large part of the installed graphics cards' video memory into the kernel's virtual address space, which rapidly consumes this resource. You can disable the vesafb frame buffer driver by passing these parameters to the kernel: 'video=vesa:off vga=normal'.
- Some Linux kernels can be configured with alternate address space layouts (e.g. 2.8GB:1.2GB, 2GB:2GB, etc.). This option can be used to avoid exhaustion of the kernel virtual address space without reducing the size of the direct system memory mapping. Some Linux distributors also provide kernels that use separate 4GB address spaces for user processes and the kernel. Such Linux kernels provide sufficient kernel virtual address space on typical systems.
- If your system is equipped with an X86-64 (AMD64/EM64T) processor, it is recommended that you switch to a 64-bit Linux kernel/distribution. Due to the significantly larger address space provided by the X86-64 processors' addressing capabilities, X86-64 kernels will not run out of kernel virtual address space in the foreseeable future.

Known Issues (to be addressed in future releases)

Both keyboard and mouse are required for station assignment

Currently it is not possible to link *just* a mouse to a screen. Hence, currently a keyboard is required even for touch-screen or mouse-only kiosks. Mouse-only assignment will be supported in a future release. Keyboard-only stations are currently possible, as the mouse can be unplugged after a station has been assigned without unlinking the keyboard (e.g., without the "press F1" overlay re-appearing).

No support for third-party X configuration file editing tools

Userful's Desktop Multiplier software uses a default screen resolution of 1024 x 768 pixels at a standard color depth of 16 bits for all stations. Lower resolutions are automatically used for monitors that do not support this level of resolution. This default configuration may be changed by manually editing the Desktop Multiplier X config file (/etc/X11/userful.Mxorg.conf for both X.Org and XFree86 based systems). Only edit config files if you fully understand what you are doing. Userful does not provide support related to user-edited X config files. This config file is automatically re-generated whenever changes are made to the graphics cards, hence if you add or remove graphics cards, you will need to re-apply your customizations.

Note: Some dual-head video cards do not support using different resolutions on each head. It is recommended to use the same resolution and color depth settings for all stations on your Desktop Multiplier system.

DVI Support

The default Desktop Multiplier multi-station configuration will set all outputs of a video card to VGA. A DVI->VGA adapter will be required for using DVI ports. Changing the X.Org or XFree86 configuration manually to use DVI output may be possible depending on your hardware, but this is not currently a supported feature.

Monitors on DualView stations must be connected to the same video card

Both monitors that form a DualView station must be connected ports on the same video card. This is a limitation with some chipsets which may be addressed with workarounds in drivers in a future release.

No support for XineramaInfo in nVidia Dual View

XineramaInfo is not supported in the nVidia Dual View configuration. Without this support, X will treat two screens as a single big screen, which will cause some unintended results, such as:

- showing login message on the center of display (half on the left screen and the other half on the right screen)
- maximizing a window over two screens

Virtualization

Some X Server operations have not yet been fully "virtualized". This means not all aspects of X's functionality work the same in a multi-user environment as they would in a single user environment. The X Resize and Rotate extension (RandR) which allows users to change monitor resolutions has been disabled. Display power management system (DPMS) is not currently supported. And the Gnome screen magnifier does not yet work.

Mandrake's display manager: MDKDM does not work

Desktop Multiplier is currently not compatible with MDKDM (the default display manager in Mandrake Linux). The Desktop Multiplier installer will disable MDKDM, and enable another supported Display Manager (e.g. GDM, KDM or XDM).

Linspire/Freespire's display manager: ldm does not work:

Desktop Multiplier is currently not compatible with ldm (the default display manager in Linspire/Freespire Linux). The Desktop Multiplier installer will disable ldm, and enable another supported Display Manager (GDM).

Debian-based systems only support keyboards with English-language layouts

Keyboards layouts for other languages are not supported by Desktop Multiplier under Debian at this time.

X stability issues using multiple DualView configuration

If you are using more than two graphics cards and configure them as DualView, X server may crash at the end of the startup procedure. This is caused by incorrect probing of RAM size for the graphic cards. In this case, you will need to specify the correct ram size of your graphic card by adding a "VideoRam" line to the device section of the `/etc/X11/userful.Mxorg.conf` file.

For example, if the ram size of graphic card is 16 Megabytes, add following line into device section in `/etc/X11/userful.Mxog.conf`:

```
VideoRam 16384
```

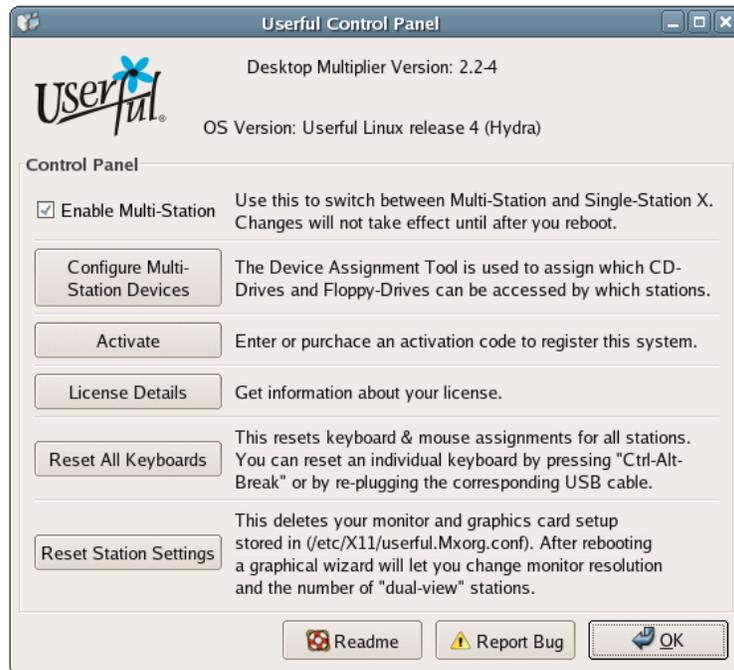
KDM login screen doesn't appear on the center of display in Kubuntu 6.06 and 7.04

This is not a functional problem. The KDM login screen appears a little to the right, below center, when a user logs out of a session.

Technical Support

Reporting a bug via the control panel

There is a "Report Bug" button at the bottom of the Control Panel. This is the best way to send this information to Useful support staff.



If you have any questions or problems please contact us:

Voice: (403) 289-2177 ext. 2
Fax: (403) 206-7010
e-mail: support@useful.com

To get help quickly, it is important to be as specific as possible about your problem.

Be sure to include the following information:

- Operating system: (ex: Fedora Core 2)
- Version numbers of 1box-utils-k26 and 1box-server-xorg packages installed
- Video card: The make and model of your VGA video card(s), along with the total number of video ports installed on your system.
- Detailed description of your problem or question
- Computer information: CPU type/speed, motherboard make/model, and installed memory
- Any kernel or X, or X.Org/XFree86 configuration file changes you have made

Disclaimer: Useful trial software comes without warranty or guarantee. By using this software, you acknowledge that Useful Corporation is not responsible for any damage resulting from its use.

Copyrights, Licenses and Trademarks

See the **Userful-EULA.txt** file for full terms of the license agreement.

Desktop Multiplier software is commercial software and contains proprietary, patent-pending intellectual property.

Userful and DiscoverStation are a registered trademarks of Useful Corporation

Userful, Desktop Multiplier, Desktop Server, 1-Box, are trademarks of Useful Corporation

NVIDIA is a trademark of NVIDIA Corporation.

ATI is a trademark of ATI Technologies Inc.

Matrox is a trademark of Matrox Electronic Systems Ltd.

X.Org is a trademark of X.Org Foundation

XFree86 is a trademark of The XFree86 Project, Inc.

X Window System, and Xinerama are trademarks of the Open Group. All other trademarks and registered trademarks mentioned herein are the property of their respective owners.

Software copyright and permissions notice

This software includes X Window System source code licensed under the MIT X Window System License, http://www.x.org/Downloads_terms.html

THE SOFTWARE IS PROVIDED "AS IS", WITHOUT WARRANTY OF ANY KIND, EXPRESS OR IMPLIED, INCLUDING BUT NOT LIMITED TO THE WARRANTIES OF MERCHANTABILITY, FITNESS FOR A PARTICULAR PURPOSE AND NONINFRINGEMENT OF THIRD PARTY RIGHTS. IN NO EVENT SHALL THE COPYRIGHT HOLDER OR HOLDERS INCLUDED IN THIS NOTICE BE LIABLE FOR ANY CLAIM, OR ANY SPECIAL INDIRECT OR CONSEQUENTIAL DAMAGES, OR ANY DAMAGES WHATSOEVER RESULTING FROM LOSS OF USE, DATA OR PROFITS, WHETHER IN AN ACTION OF CONTRACT, NEGLIGENCE OR OTHER TORTIOUS ACTION, ARISING OUT OF OR IN CONNECTION WITH THE USE OR PERFORMANCE OF THIS SOFTWARE.